

Report an Incorrectly Keyed On-Line Refund

Process

[KEY ON-LINE ACCELERATED REFUNDS](#)

Effective Date

01/01/2019

Purpose

This task is performed to stop a ***refund check*** from being mailed when a keying error is identified on an ACCEPTED accelerated refund with a **non-direct deposit return**, provided the error is **discovered on the same day it is keyed**.

It is imperative that Customer Services be notified as soon as the error is discovered. If the error is found later, the refund check will have been mailed.

Special Notes

- This task applies **only** if the accelerated refund was **ACCEPTED** by IRMS during the keying process.
- This task is performed only when there is a keying error on a return, and the refund needs to be canceled.
- **IMMEDIATE REPORTING OF A KEYING ERROR IS NECESSARY! By 4p on the same day as the keying error,**
 - **Priority 1:** Call TAX to report the keying error.
 - **Priority 2:** After calling TAX, promptly complete and fax the "Incorrectly Keyed Accelerated Refund" form to TAX at the number shown at the top of the form.
- ***If the keying error is not reported to TAX on the same day as the keying error, TAX cannot prevent the refund from being issued.***

CAUTION: There is currently no procedure for stopping an incorrectly keyed **direct deposit**. Use extreme care when keying direct deposit information.

Procedure

Responsibility

Commissioner of the Revenue's Office Locality Representative

Steps

1. Recognize an ACCEPTED accelerated refund with a keying error.
2. If this error is recognized any time after the day as the refund was incorrectly keyed,
 - A. And the return has been sent to TAX, end this task.
 - B. And the return has not been sent to TAX, go to STEP 8.
3. If handling this on the same day as the refund was incorrectly keyed,

NOTE: This must be handled before 4:00pm of the same day.

A. Call Customer Services via the Locality Hotline at **(804) 367- 9286** to inform the Representative of the following:

- An accelerated refund needs to be canceled.
- An [Incorrectly Keyed Accelerated Refund](#) form will need to be completed and faxed to TAX for the cancellation.

NOTE: The Customer Services Representative will provide the phone number to be used when faxing the form.

4. Obtain an Incorrectly Keyed Accelerated Refund Form. (Refer to the [Incorrectly Keyed Accelerated Refund](#) Form.)
5. Complete the form by entering the following data:
 - **FROM:** the contact name, telephone number, and locality associated with the keying error.
 - **Date the Refund Was Keyed:** the date of the erroneous keying in month, day, and year sequence.
 - **SSN:** the primary social security number on the associated return.
 - **Name:** the name of the taxpayer(s) as it appears on the return.
 - **Refund Amount:** the amount of the refund that was keyed **incorrectly**.
 - **COMMENTS/NOTES:** any information related to the mis-keyed data.
 - **SIGNATURE:** the signature of the individual completing the document.
 - **DATE:** the date the form was completed.
6. Fax the completed form by 4p on the day that the keying error was identified using the number provided by the Customer Services Representative.
7. File the completed "Incorrectly Keyed Accelerated Refund" form in your records according to your office's policies.
8. Gather the return reported as incorrectly keyed to be handled as a **FIRST PASS** return.
NOTE: Returns with an "Incorrectly Keyed Accelerated Refund" must be sent to TAX as **First Pass** returns with a [LAP Sort-1](#) group control document.
9. Attach a note to the return indicating "First Pass."
10. Place the return in the designated location for transmittal to TAX.
11. Repeat STEPS 1-10 for any subsequent incorrectly keyed accelerated refunds which are identified during the work day.

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